

A1 12. (Amended) The system of claim 11 wherein said application includes instructions to automatically store said information in said first database if said information is found in said external database.

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23. (New) A method comprising:

receiving in a first system a search query for information associated with a second party during a telephone call;

obtaining the information from the first system if it is present in the first system;

searching at least one remote source for the information if it is not present in the first system; and

providing the information to the first system from the remote source.

A2 24. (New) The method of claim 23, further comprising displaying the information on a display of the first system.

25. (New) The method of claim 23, further comprising storing the information in a database of the first system.

26. (New) The method of claim 25, further comprising storing the information in a record in the database associated with the second party.

27. (New) The method of claim 26, further comprising synchronizing the record with a stored record in a computer coupled to the first system.

28. (New) The method of claim 23, further comprising storing the telephone call in a call history in the first system.

29. (New) The method of claim 23, further comprising enabling a user to define a search path for searching a plurality of remote sources for the information.

30. (New) The method of claim 29, wherein the plurality of remote sources includes a remote service provider and the Internet.

31. (New) An article comprising a medium storing instructions which, if executed, enable a system to:

receive a search query in the system for information associated with a second party during a telephone call;

obtain the information from the system if it is present in the system;

search at least one remote source for the information if it is not present in the system; and

provide the information to the system from the remote source.

32. (New) The article of claim 31, further comprising instructions which, if executed, enable the system to display the information on a display of the system.

33. (New) The article of claim 31, further comprising instructions which, if executed, enable the system to store the information in a record associated with the second party.

34. (New) The article of claim 33, further comprising instructions which, if executed, enable the system to synchronize the record with a stored record in a computer coupled to the system.